



MOUNTAINS RECREATION & CONSERVATION AUTHORITY
Los Angeles River Center and Gardens
570 West Avenue Twenty-six, Suite 100
Los Angeles, California 90065
Phone (323) 221-9944 Fax (323) 221-9934

Mountains Recreation and Conservation Authority Emergency Plan Information for Volunteers

In the event of an emergency, staff and volunteers will manage the incident to the best of their ability and obtain professional emergency service as soon as possible.

The time to prepare for an emergency is before it happens. At the site where you volunteer, make sure you know the location of all phones (inside buildings, pay phones, cell phones and satellite phones. If you have a personal cell phone, test it to make sure you can get reception or know where you have to relocate to get reception. You may want to pre-program the Ranger office and Emergency Ranger Service number into your cell phone. In addition, know the address (including nearest cross street), a description of the location where you will be working and the number of the local police station. Finally, we offer CPR and First aid training for our volunteers. You can get all this information from your volunteer coordinator.

In the event of an emergency, you have three sources of help. Depending on the nature of the incident, you may need to contact all three sources.

1. Local park staff at the Nature Center or Ranger Office or EMERGENCY RANGER SERVICES AT (310) 456-7049.
2. **Call 911 to receive FIRE, POLICE, AMBULANCE or PARAMEDIC assistance.** These services are sometimes closer to the canyon and can arrive faster than a patrolling park ranger. Tell the operator:

The situation (we have a car fire, broken leg, heart attack, etc.) Advise them if you have children or adult hikers on the trail with you.

The specific location. Here is an example: Upper Franklin Canyon Lake, one half mile north of the intersection of Lake Drive and Franklin Canyon drive. Know how to describe the areas in which you will be working

3. **Immediately after calling 911, call EMERGENCY RANGER SERVICES (310) 456-7049.** Explain to the operator the situation and the emergency action steps you have followed. For example: injured hiker, car break-in, a visitor violating major park rules (alcohol, fires/barbeques, fishing, swimming, motorized toys, etc.). The operator will send the message to the on-call Ranger Supervisor, who will call you back to get more information and will assign the nearest Ranger(s) to assist you.
4. **After calling, have someone stationed to direct emergency vehicles** in an easy to find location, e.g., the nearest clearly marked intersection.